



Date:

Thursday, April 11, 2019 3:35:44 PM

Attachments:

[Scan_0001.pdf](#)

From: DataQuality, DataQuality (NHTSA)

Sent: Thursday, April 11, 2019 2:55 PM

Subject: FW: Complaint #11173116

Questionnaire

From:



Sent: Wednesday, April 10, 2019 7:43 PM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>

Subject: Complaint #11173116

Per email dated on 3/11/19, please see the attached updated vehicle owner's questionnaire.

Thank you.





U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

30-JAN-2019

Reference No.
11173116

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City INDIANAPOLIS State IN Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HD1KTC18J[REDACTED]

Make
HARLEY-DAVIDSON

Model
FLTRXS

Model Year
2018

Date Purchased
01-25-19

Dealer's Name and Telephone Number
SMITTY'S AUTO TRANS. INC. 317-881-1584

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City
GREENWOOD

State
IN

Zip Code
46143

TWO

REG.

Transmission Type
MANUAL

☒ Antilock Brakes
☒ Cruise Control

Powertrain
SIX SPEED

Multiple Failure:

Incident Date(s)
18-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

1985

Failure Speed

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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured _____ Number of Deaths _____ Reported to Police
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2018 HARLEY-DAVIDSON ROAD GLIDE SPECIAL (FLTRXS). THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V734000 (POWER TRAIN). THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. INDIANAPOLIS SOUTHSIDE HARLEY-DAVIDSON (4930 SOUTHPORT CROSSING PL, INDIANAPOLIS, IN 46237, (317) 885-5180) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REPAIR. THE DEALER ALSO STATED THAT THE CONTACT WAS BEHIND 400 OTHER CONSUMERS WAITING FOR THE REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.